

**27% GROWTH! A
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DIGITAL

digital

A Terrific Year - FY93 Results

Revenue growth of 27% in a marketplace that grew less than 5%!! - a terrific result for SPT* in FY93.



President Bob Palmer



SPT Managing Director Ron Larkin



Vice President, Corporate Systems
William Steul

Contributing to these exceptional results was the massive growth in our Systems Integration business, Desktop business, Management Consulting Services and overall performance growth in New Zealand.

As part of this growth we won some tremendous new business during the year, including OPTUS, Clayton Utz (a leading network integration project in NSW) and significant increases in our Telecom business in Victoria.

"We have now re-established our position as the second largest information technology company in the South Pacific," Managing Director Ron Larkin said at the FY94 kick-off.

"We exceeded our forecast and our budget as we added more than \$100 million worth of revenue to our FY92 performance.

"More than ever I believe Digital is best equipped for successful and profitable growth in the coming years. We have a new and decisive Senior Leadership Team, a visionary leader in Bob Palmer and one of the strongest balance sheets in the industry."

The Corporate View

Commenting on the results for the Corporation, President Bob Palmer said, "I am pleased to be able to report a continued, significant improvement in our overall operating results both for the quarter and the full year... I am particularly pleased to be able to report that for the three quarters since the new management team has been in place, Digital has posted a cumulative net profit of \$US9 million."

William M. Steul, vice president and chief financial officer gave an international perspective on the results when he noted, "We experienced slight revenue growth in the US and solid growth through Asia, compared with the fourth quarter of last year. Our European business in general was weak, as was true for many other technology companies.

"We continue to be encouraged by the results from our focus on reducing costs. As we rationalised our engineering effort and product offerings, research and engineering spending declined by 24% or \$US116 million compared with the same quarter a year ago to be more in line with competitive norms.

"In addition, selling, general and administrative expenses declined by 17% or \$US215 million compared with the same quarter a year ago. Capital spending was \$US529 million for the full year, the lowest level since 1984," he added. "For the second quarter in a row, the Corporation generated a positive cash flow from operations and ended the year with a cash balance of more than \$1.6 billion."

William D. Strecker, vice president of Engineering looked to an Alpha-based future. "While Alpha AXP-based revenues were a small factor in this year's results, we look forward to increasing contributions, consistent with historical trends in the introduction of a new generation of technology. In increasing numbers, customers, software developers and systems vendors are selecting the Alpha AXP architecture for their future computing needs.

"For example, Carrier Corporation, the world's largest manufacturer of air conditioning, heating and refrigeration equipment, standardised Alpha AXP technology for its worldwide manufacturing and engineering operations."

For more detailed information on the FY93 results please contact Corporate Communications @SNO. ■

*SPT - South Pacific Territory - is now used instead of SPR - South Pacific Region

In their first make-or-break year, the Desktop group has made \$112 million - finishing 37% above budget and achieving over 60% growth since the previous year.

The Division was set up in July last year under the direction of Rustom Kanga to provide a highly focused, specialised group that would take care of everything on the desktop.

It brought together diverse people in the company who were selling PCs, workstations and networking products. The intent was to bring together Sales, Marketing, Logistics and Manufacturing and have them work in one group.

A specialised function was needed because desktop products - being a volume business - require different selling and delivery



The Desktop group has cause for celebration.

aggressive target for this financial year, aiming to break through the \$200 million mark.

To get there Rustom has launched Operation Hundreds and Thousands, symbolising the many initia-

where we can better service our customers," says Rustom. "Our ultimate differentiator will be our ability to provide very high quality service - not just in maintenance but through every aspect of

Breakthrough for Desktop Division

processes to that of large computers.

This was evidenced by the fact that last year Desktop delivered 134,000 separate boxes at an average value of \$800 each - virtually a piece of equipment leaving the warehouse every minute - whereas during the same period the systems business sold 16,000 boxes at an average of \$8000 dollars.

The aim of the Desktop group was twofold - to make the business profitable because it had never been so in the past, and to use the specialised focus to gain market share and high growth. In profit terms not only did the group make their aggressive profit goal - but achieved 176% of that goal and contributed an extra \$14 million to the subsidiary.

Of the 26 salespeople in the group who were eligible for the DEC100 awards, 25 people made it.

The Future

The group has taken on a very

tives which need to be and will be put in place to grow the business.

In the first phase of the operation key initiatives are focused around product, channel, merchandising and communication strategies as well as re-engineering the supply chain and improving deliveries. Implementing new information systems and re-engineering the rewards system for Desktop Digits are also on the list of initiatives

"The whole focus of these initiatives is to create an environment

a customer's interaction with Digital.

"One of our major strengths in this area is that through our local integration capability we can do mass customisation - building systems to the customer's specific requirements."

To achieve their breakthrough growth rates the Desktop group is experimenting with a large number of new concepts to change the way they do business.

These concepts include new information systems, team rather than individual goaling and an aggressive marketing and communications program.

"We are in a fiercely competitive marketplace selling a commodity that everyone has," notes Rustom. "By creating a group that functions as a vertically integrated team, and by constantly and radically improving the way that team does business, we are making Digital's presence felt in the very important desktop arena." ■



Rustom Kanga

Consulting a GROWTH AREA

✓
David Major joined us in July to head up one of our most profitable service groups, Digital Consulting. He is also responsible for our Communication, Education and Media Customer Business Unit (CBU) - created out of the company structure changes instigated by President Bob Palmer.

Digital Consulting, previously known as Professional Services, provides consulting services to any kind of organisation in any kind of industry - regardless of whether they need or use computer technology. The group's objective is to be widely recognised as the leading provider of integrated solutions to complex business problems.

Already David has a tremendous pride in the Digital Consulting business and though his pride is justified in the FY93 figures - the group made some \$180 million in revenue and \$28.5 million in profit for the subsidiary - the focus of his respect is on the team that makes up the Consulting group.

"We are a very successful, very healthy business and this is owed to the support and tremendous work of the consultants in the field, Murray Ray who has been acting manager and to all the group members in head office," comments David.

Corporate is focusing on the Consulting business and has appointed a very successful and senior consulting 'guru', Gresham Brebach, to drive growth in this area. Under his guidance the business is being focused into three main strategic thrusts:

- the development of value-added consulting services

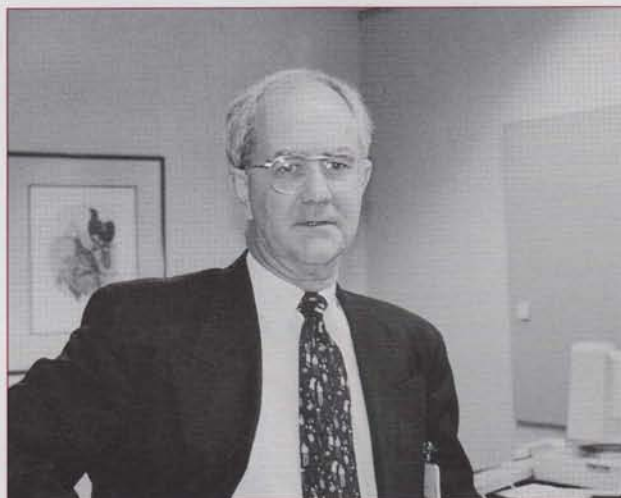
- the delivery of those services through Systems Integration
- long-term network management

David will manage the channelling of SPT's consulting business into these three strategic areas to ensure Digital Consulting's growth to the top position within the local marketplace.

David's Communication, Education and Media CBU responsibilities lie in emphasising the client focus in our communications, education and media accounts.

Working with our account managers in these industries, David will develop industry plans to increase our penetration and provide greater service to the existing customer base.

An example of CBU focus was the recent visit of Corporate VP CEM Paul Kozlowski who, with David, visited all our major communications clients including OPTUS, AOTC and the ABC.



David Major

"This kind of visit not only adds value to the work we are doing in each industry but it is also the point at which the Digital Consulting and the CBU focus meet. Improved client focus drives and makes apparent opportunities in those industries," notes David.

"My two areas of responsibility feed into each other quite nicely. My job is to ensure we have the infrastructure and skilled resources to provide high quality, profitable customer focused services."



Murray Ray

in profile

David Major has spent his working life gathering expertise in the areas of consulting, communication and media that make him uniquely qualified to manage his dual role at Digital.

After 18 years with IBM, he worked for AUSSAT and then PA

Consulting, carried a range of responsibilities from Managing Director in Australia to VP SI/Business Development with the well-known DMR Group Inc in Montreal and developed strategies for the setting up of the Multi-Function Polis in Adelaide.

David and Maggie Major have three children - Amanda (24) who is a business analyst with Proctor and Gamble, Andrew (22) who is at university doing economics/law and

Cathie (21) who has an Arts degree and is working in the tourism industry.

David has coached basketball for some 30 years, plays tennis whenever possible, has recently discovered the joys of snow skiing and aims to do an aerobics workout every day.

After three hectic months with us it seems David Major brings as much energy to his work as he does to his hobbies.

Gain Share is now one year old. What is it exactly? Sales people know about it, but for others it may be just a concept they hear in hallway-talk with various degrees of emotion throughout the year.

In simple terms it is the way our Sales people get paid. For most Sales Representatives, Gain Share means that they are paid according to their performance. While a percentage of their salary is guaranteed, the remainder is earned throughout the year as they achieve their agreed budget. They can also earn above their salary once their budget has been exceeded.

Digital is one of the last major information technology companies to implement a variable compensation scheme for its Sales force. This year Digital Corporate is implementing such a program worldwide. It is planned that by the end of FY95 all Territories will be paying Sales under a program like Gain Share.

During July, Viki Forrest (pictured

GAIN SHARE

left) and Sandra Valentine (on right) from our Gain Share team hit the road to deliver an update on Gain Share for FY94 to Managers. This information was then passed on to



all Sales people by their managers over the course of a half day training session.

Much of the half day session centred on understanding the business

strategies and selling models which led to changes in the program. Some changes were a direct result of input from the field and our business managers.

Major changes for the FY94 program are:-

- * A Business Management Bonus was introduced.
- * Warranty is now recognised up front.
- * Over-achievement pay is earned at an increased rate as over-achievement accelerates.

Comments at the check-out of each session ranged from those who thought the program remains overly complicated, to those who acknowledged that reporting had improved over the course of the year but still had a long way to go, through to those who consider Gain Share a very fair way of rewarding Sales people for performance.

If you would like further information on our Gain Share program contact your Human Resources Consultant. ■

VAX FILE

We have sold our 10,000th VAX in this region! The Alpha-ready VAX7610 has been clustered with another VAX7610 at the Southern Sydney Area Health Service.

SPT Director of Marketing Brian Mitchell presented a plaque commemorating the installation to SSAHS'

chief executive, Dr John Campbell.

The two computers, one at St George and the other at Sutherland Hospital, are linked by microwave radio and shadow each other so as to provide recovery should one fail through disaster like fire or flood.

The microwave link, developed by us, is in the final stages of field testing at SSAHS before being released by Digital worldwide.

in profile

Software Specialist Rudi Pertot, who celebrates his five-year anniversary as a Digit this month, works for the Newcastle segment of our Industrial Resource Centre (which also operates in Sydney and Melbourne).

Rudi and his wife Sandra have two



teenage children Jane and Simon with whom they toured Europe for six weeks. "Four adult-sized people in a campervan for six weeks was a real experience!" notes Rudi

His hobbies include wood turning and lead-lighting and his musical bent is channelled into fiddle-playing. Sports-wise Rudi plays squash and on summer evenings likes to ride his push-bike.

LEAP QUANTUM into IMPROVED productivity

Last year Mohamed Haddadi, Director of Operations, Logistics and Manufacturing recognised that in order to move business forward we would have to simplify processes and systems.

He started applying continuous improvement activities from the the Quality movement but saw that what was needed was a quantum leap in the way the supply chain worked - radical changes that would 're-engineer' processes. And so the Quantum project was born.

Mohamed asked Maggie Alexander to head up the project, with the initial focus on

the supply chain for the Desktop business (see story page 3). This business is high volume and requires different processes to those used to deliver large systems.

Maggie then put together a core team - Project Manager Roland Schmid, Business Manager Doreen Cavan and Business analysts and modellers Ashley King and David Liell.

External consultants with business process re-engineering experience were also brought in to analyse the current business practices so as to understand specifically where and how changes needed to take place and to help create a methodology to

implement those new processes.

Maggie also surveyed the re-engineering work being done by the Corporation and the supply chain initiatives driven by Bob Palmer, some of which could be applied in SPT.

For the past seven months the Quantum team has been using the information provided by the consul-

DECmodel, concepts can be simulated and their effects assessed before the re-engineering is put into action.

Examples of process re-engineering identified by Quantum include: the ability of a teleseller to commit delivery to the customer at the time the order is taken; one common customer database which enables everyone in

the selling and delivery process to view the same information; a continuous delivery process rather than the end-of-the-day batching that currently exists; and being able to connect business partners to us directly so they can send orders electronically.

John Harradine from Human Resources has been facilitating process meetings and ensuring that the groups work together. Maggie considers this to be a vital part of the work because one of the intentions of re-engineering the supply processes is to have shared understanding of the processes by each link



Quantum Group (left to right) Back row - David Liell, Ashley King, Kerry Holling, Roland Schmid. Front row - Doreen Cavan, Maggie Alexander, Anne Murnane.

tants and the models from the US as a basis for a series of workshops. These workshops bring together the Quantum team, the Desktop group and process specialists from all functions - for example Kim James in logistics, Brian Kingston from DECdirect and Ian Diwell from software manufacturing.

The aim of the workshops is to devise prototypes for changes to the processes and systems. To involve process users in the re-design work, Digital's RAMS (Requirements Analysis for Management Systems) wallcharting method is employed. Then, using computer aided tools such as

in the chain.

"We believe that the cross-functional cohesiveness that develops from the workshops will be as significant as the actual process improvements. The result will be major benefits to the company in cost savings, increased customer focus, decreased cycle times and improved productivity for the people administering the processes," says Maggie.

"This is an exciting project because is pioneering work, it requires real creativity as well as technical skills, it is enhancing teamwork and it is providing the company with tremendous advantages." ■

Do you have a problem with your manager?

Do you have a problem with a colleague?

Do you have a problem with a customer?

You will often see messages from Development and Learning (previously EDU) offering courses in such areas as negotiation, conflict resolution, influencing people and so on.

The skills D&L is offering to train you in are not something completely new, nor are they only for business use. Every day, in every relationship, you are using your own personalised style of thinking, of communication, of problem-solving,

of getting what you want.

How refined your skills are and whether or not you are using them to your best advantage is where D&L comes in.

The approach advocated by D&L has been coined Win-Win. Basically it's about finding ways to resolve problems and even to prevent problems by establishing common goals and working side by side, rather than taking sides.

There are no magic formulas, but there are some basic guidelines, such as how to communicate effectively, how to understand what is

emotional and what is fact, and how to deal with situations where one person is more powerful.

These guidelines have to do with effective communication, self-awareness, analytical thinking and planning and they are guidelines you can use every day in everything you do.

If you want to know when the next Conflict Resolution Skills course will be run contact the Registrar. If you feel like a reading up on the area, take a look at 'Resolving Conflict: A Practical Approach' by Gregory Tillett and 'People Skills' by Robert Bolton. ■



MEO brought a touch of Fiji to their FY94 kick-off.

Getting Into the Spirit of FY94

In all seriousness - celebrating the new financial year in WA were (left to right) Murray Rosa, Syd Reed, Mike Hodson, Malcolm Cole, Paul Burrows and Peter Rice.



CAREER MILESTONES

SEPTEMBER 86

- ✓ Bryan Claire DS BBO
- ✓ Mark Dilli SLS CAO
- ✓ Jill Finch DS MEO
- ✓ Peter Grob SLS SNO
- ✓ Bruce Hampton DS ADO
- ✓ Kathy Henderson MKT SNO
- ✓ Nelson Mak CS SNO
- ✓ Ant Menzies MFG SNA
- ✓ Tony Samuda MFG SNA
- ✓ Edward Steele SLS SNO
- ✓ Phil Swales SLS WEO
- ✓ Leeane Williams FA NZO

✓ Murray Ray DC SNO

✓ Andre Aravena CS SNL

OCTOBER 86

- ✓ John Beeston SLS CAO
- ✓ Terry Bell SLS CAO

- ✓ Tony Beret FIN SNO
- ✓ Peggy Blair CS SNO
- ✓ James Cameron IS SNO
- ✓ Fiona Campbell PSS WEO
- ✓ Stuart Davis DS SOP
- ✓ Rick Godfrey DS CCO
- ✓ Jon Klopogge SLS MEO
- ✓ Hugh MacFarlane SLS MEO
- ✓ Donna McRae SLS SNO
- ✓ Andrew Perrett DS SNM
- ✓ Rudi Pertot DS NLO
- ✓ Jeffrey Porter EDU SNO
- ✓ Rosie Sanez MFG SNA
- ✓ Samantha Short HR SNO
- ✓ Franz Stockl DS SNO

- ✓ Payman Tajalli DS SNA
- ✓ Owen Williams DS WPO
- ✓ Steven Yip MFG SNL

- ✓ Joanne Gilchrist DS SNO
- ✓ Andrew Godman DS SNO
- ✓ Mark Koske DS WPO
- ✓ Jayne McIntosh EDU SNO
- ✓ Mike O'Farrell DS SNA
- ✓ Alan Taylor DS SNM
- ✓ Keith Yates DS MEO

✓ Sandra Valentine HR SNO

our digit in Jordan

✓ **A**nne Gripper from Human Resources spent some time in the Middle East and filed this report:

Arabic coffee and mint tea are in plentiful supply at the Digital office in Amman, the capital of Jordan. Served with a large amount of Middle Eastern hospitality, it is definitely a good place to escape the chaos and noise of the city for a couple of hours.

I had just spent two weeks in Syria where computers and most forms of technology are completely banned, so it was quite a surprise to arrive in neighbouring Jordan and catch a glimpse

of the familiar Digital logo.

I decided to walk up the hill and say "Salaam Alekum" to anyone who happened to be around. Expecting a one-person operation, it was interesting instead to find a thriving office of about 25 people.

After being greeted by a non-plussed receptionist, I was shuffled into the care of charming Nancy Anfoka, a Sales Support Engineer who had spent some time in Sydney the year before. With Nancy introducing me as "Anne from Australia", I was taken on a complete tour of their office, meeting most of the staff along the way.

Nancy is 32 years old, unmarried, and actively pursuing a professional career - very unusual in the traditional Muslim world where women mostly marry in their teens, produce many children and are subservient to their husband's needs. Over multiple cups of mint tea, Nancy spoke eloquently about the societal and professional barriers she continues to confront as she lives her life following such an untraditional path. Her story is free of

bitterness and resentment. She accepts the implicit constraints of her Muslim culture, but knows what she wants from life, quietly but relentlessly pursuing her goals. A truly inspiring person, who made me realise

just how easy we have it here.

Ziad Barham was also there to tell me about the activities of a Field Service Engineer in the Middle East. He also appointed himself official tour guide for my return visit to Amman after a few days in the West Bank, taking a day's leave to ensure that I did not miss any of the good things to see around the city.

NB. Ziad is very keen to come to Australia to live. He has secured a Permanent Resident visa. I have his resume if anyone is interested in hiring a committed and skilled technical person. ■



"Bray's just does not have the same ambience as a Middle Eastern lunchroom" - Anne Gripper with Jordanian colleague Ziad Barham.

Work Busters

C PHONE - A Big Winner with Digital Staff

C PHONE is now one of the applications most widely used in Digital SPT. Since its implementation, Workbusters has received a continued flow of ideas on how to improve the system and include more information on Personnel. Indeed more ideas on C PHONE have been received than for any other process or system.

The ideas which have been implemented have been well received by Digital staff. Continuing this positive trend in C PHONE improvements, the following features have recently been added:

- ❖ highlighting of secretary phone extensions - idea submitted by **Gail Hay** of Sales Operations.
- ✓ ❖ multiple lines for any given entry, allowing all necessary information to be shown - idea submitted by **Donna Handley** of VIC/TAS Operations
- ✓ ❖ car registration numbers - idea submitted by **David Ralph** of Finance.



Workbusters, left to right - Nicole Crewe, Astrid Tunbridge, Janette Gandy, Gail Hay, Ros Mitchell, Susan Jenkins, Linda Glassop and David Ralph. Not shown - Donna Handley, Joe Talese, Ken Wunsch, Walli Puth and Sue Scoog.

ALL-IN-1 - A Workbuster Special

Following closely behind C PHONE as an area of most interest by Digital Staff submitting Workbuster ideas, is our own office communication/lifeline system, ALL-IN-1. Over the last few months the IS team have implemented two very practical ideas in ALL-IN-1:

Removal of duplicate entries from system generated Distribution Lists - submitted by **Joe Talese** from Finance; and User Defined Procedure enabling a user to list all messages that have been received by or sent to a specific individual - submitted by **Roslyn Mitchell** of the Management Centre.

Managing Logistics Loans made Easier

An important responsibility of field engineers who perform installation and maintenance work on customer machines is managing their loan equipment, for which

they are held accountable. Therefore having up to date information on loan equipment status is of vital importance to engineers. This status information was only available on a weekly basis in report format until **Ken Wunsch** of SPT Logistics suggested direct on-line access to current loan equipment status.

NEW DASP Agreements - Customer Focus

Walli Puth of Wollongong Operations had been receiving numerous complaints from customers, not only about the layout of the DASP (Digital Assisted Services

Program) Maintenance Contracts but also the contents.

WGO Operations got together with MultiVendor Customer Services and Regional Operations to modify the DASP Agreement so that it reflects current customer and business needs (a great customer-focused Workbuster with a team approach in resolution and implementation).

QUALITY Group in Action - NSW

As part of a Quality group led by **Linda Glassop**, chartered to review and improve the management of telephone calls in NSW, a Workbuster to provide CC functionality in the PHONE option of ALL-IN-1 was submitted. The idea was spawned by **Astrid Tunbridge** and worked on by the Quality Team (**Linda Glassop, Sue Scoog, Nicole Crewe, Janette Gandy, Astrid Tunbridge and Susan Jenkins**).

Another great example of Quality teamwork. ■

DECUS BASH COMBINES

the old and the new

The 1993 DECUS symposium was held late last month at the Adelaide Convention Centre, with old favourites highlighted by a sprinkling of new seminar concepts and exhibits.

Some 700 people attended the symposium which was opened with something a little different - a keynote address by Tony Fraser, Director of Marketing for Microsoft. This was preceded by an address from our

Different this year was a dual exhibition - the Digital Technology Exhibition where all our hardware and software was on display was joined by a third party Trade Show, giving Digital users the opportunity to view and try the breadth of solutions we offer directly and through our channels.

The Digital Technology Exhibition was the largest exhibition of our equipment put together in the last



Max Burnet



Maurice Hill



Brian Mitchell

Director of Marketing Brian Mitchell.

Twenty four specialists from Central Engineering joined with local internal and external speakers to present many seminars covering topics such as high-performance networking, storage technology and how to get the most out of data systems as well as a Windows NT seminar.

An important feature of the Symposium was the Management Forum. This year the theme was "Management - What's That?" which was answered by Sales Director Maurice Hill and two external speakers.

year. Over 40 Digits put a great deal of time, enthusiasm, skill and long hours into preparing it.

The Manufacturing & Logistics organisation had a TQM booth at the Technology Centre which provided displays of our internal initiatives and also those Manufacturing services we provide to customers.

Thanks to the DECUS Symposium planning committee and to our DECUS office staff - Bill Thorne, Narelle Wilkinson and Joanne Parkes, Lisa James and Melanie Kinsella - this year's event chalked up another resounding success. ■

Our stand at Windows World in early July - as part of Microsoft's exhibit - promoted our Alpha AXP Personal Computer, let people see that we are a major player in the desktop market and built on the already strong relationship between Microsoft and Digital.

Some 15,000 MIS managers and corporate buyers passed by our booth which displayed two Alpha AXP PCs and a Microtower PC. This was the first time Digital has participated in Windows World in Australia and there were many positive comments about Digital being at this type of exhibition.

The Alpha PCs were constantly surrounded by large crowds of interested people. The comparisons in

SHOWING



performance between 486/50 and DECpc AXP/150 were highlighted with Image processing applications.

Our Windows NT systems were networked across to other vendors'

Unix and Windows NT systems to show the open, compatible, integrated networking power of Windows NT.

On the Digital stand was one of our international software authors, Softcode Pty Ltd, who were running a sales and marketing system called Tracker on the Alpha PC under Windows NT.

Each Alpha had a low cost Soundblaster sound card installed to demonstrate the industry standard hardware environment that is a part of our strategy in the desktop.

By the end of the show we had over 500 qualified leads to follow up on both our Intel and Alpha AXP PC platforms and had presented to some 5,000 individual attendees.

WINNING STREAK

Account: ANZ
 Order By: Ron McKenzie
 Assisted By: Paul Shoolman, Darren McGiffin, Kay Lee, Mark Halling and Carl Ekert
 Location: Melbourne
 Value: \$2.1M
 Application: Cash systems for installation in BP Food Plus stores in NSW and Victoria. First order for DECbank products.

Account: Southern Sydney Area Health Service
 Order By: Steve Kendrick
 Assisted By: Peter Papaioannou, Shelley Speer, Peter Bessant, Martin Grant, Wayne Rasmussen, Trevor Leacock, Paul Marshall, Les Davey and Allen Lynton
 Location: Sydney
 Value: \$1.5M
 Application: Multi Data-Centre Facility implementing remote clustering over microwave, providing total disaster recovery for mission critical applications.

Account: Civil Aviation Authority
 Order By: James Carew
 Assisted By: Eric Skilling, Maree Callan, Bruce Kay, Henk van Roy, Billy Koh, David Leighton, Patrick O'Leary, Joy Kidd, David Holloway, Graham Stevens, John Beeston.
 Location: Canberra
 Value: \$8.3M
 Application: Establishment of a 4-year Computing Utility service providing all hardware, operating software, maintenance and support services, as well as an on-site technical manager - replacing CAA's own corporate computing assets.

Account: Western Sydney Area Health Service
 Order By: Allan Kessler
 Assisted By: Martin Grant, John Dale, Peter Papaioannou
 Location: Sydney
 Value: \$3M+
 Application: The Precision Alternative from First DataHealth Systems

WORLD UPDATE

America - *Fortune* magazine has named Digital on its list of America's 10 environmental leaders. We have been honoured for our CFC elimination efforts, reduction of toxic releases, innovative manufactured waste reduction programs and product return efforts.

To develop the list, *Fortune* evaluated 130 of America's largest manufacturing companies and scored each company's performance in 20 key areas. Databanks from the Environmental Protection Agency and the Occupational Safety & Health Administration were used to obtain most of the information.

Data was also provided by the Council on Economic Priorities, which honoured Digital in May for its "environmental stewardship." The list also includes AT&T, Apple Computer, Church & Dwight, Clorox, Dow Chemical, H.B. Fuller, IBM, Herman

Miller and Xerox.



We are planning a foray into the market for mobile computers and will open design centres in Palo Alto, California and Austin, Texas, to support the push.

In the next year, the Palo Alto centre will produce a low-power version of our Alpha chip. Then the centre and its Texas satellite will pull together plans for us to venture into the territory of mobile computers, seen as a growing market in the next decade. The centres will develop chips and systems, ranging from palmtops through notebooks to laptops.



Digital officials recently appeared at a White House technology briefing held for President Clinton and Vice President Gore to demonstrate the use of existing cable television networks to

provide new commercial wired and wireless services.

With Times Mirror Cable we demonstrated technology which makes the concept of a national data superhighway for manufacturing, health care, education and other business applications close to becoming a reality.



Italy - We have sold an Alpha AXP workstation 'farm' and related software and services to the Consortium for the Supercomputing Applications of Universities and R&D Users (CASPUR) — a consortium of research organisations based at the University of Rome.

CASPUR plans to implement a variety of scientific supercomputing applications on the AXP cluster, including structural analysis, fluid dynamics, statistical data analysis, physics, mathematics and advanced graphics. ■

MAKING THE MOST OF ALL-IN-1

THE ALL-IN-1 SCRATCH PAD

Have you ever received a long message and wanted to print out only part of it? Here's how to do it and much more with the Scratch Pad.

The Scratch Pad is an electronic notepad. You can use it for writing quick notes when you are busy working on something else. You can also copy the contents of a screen into the Scratch Pad and print it or work with it there.

The gym at Rhodes has proved to be a real boost to the fitness levels of HQ staff and visitors from other sites and branches.

Open for a couple of hours in the morning, at lunch and after work, 'before' and 'after' fitness assessments are showing up some real improvements in the physiques of the 157 members and 84 casuals who attend the gym.

The assessments (they cost extra but are worth it if you want real proof of your success!) examine body fat composition, lung capacity, aerobic power, muscular strength and endurance and flexibility. A reassessment is done four to six months later.

Based on the assessments, a personalised fitness program is designed, taking into account the goals and lifestyle of the individual. This program is reviewed at the time of the reassessment.

For example, you can create a rough document in the Scratch Pad, using existing documents or parts of documents. Then you can edit this and file it as a new document.

When you have finished with the contents of the Scratch Pad, you can clear it, so that it is ready to use again.

SCRATCH PAD MENU

You can reach the Scratch Pad from anywhere in ALL-IN-1. To display the scratch Pad menu:

- if you are at a menu, enter SP
- if you are reading a message, press GOLD *
- if you are editing a document press GOLD I then SP

The Scratch Pad Menu contains the following options:

- E Edit

- P Print
- R Read
- S Send by mail
- D Delete contents
- F File contents

Copying a Screen to the Scratch Pad

You can copy screens into the Scratch Pad by pressing GOLD P. When you copy a screen to the Scratch Pad, ALL-IN-1 takes the current screen displayed and puts it in your Scratch Pad after anything else that may already be there. GOLD P does NOT work if you are editing a file but it does work when reading a message.

Whenever you want to copy new screens to the Scratch Pad, check what is in the Scratch Pad first. If it is something you want to keep, use the File (F) option to save it. Then use the Delete (D) option to clear the Scratch Pad ready for use ■.

According to the recent survey of the reassessments, they are doing something right at the gym. Overall improvements taken on an average include:

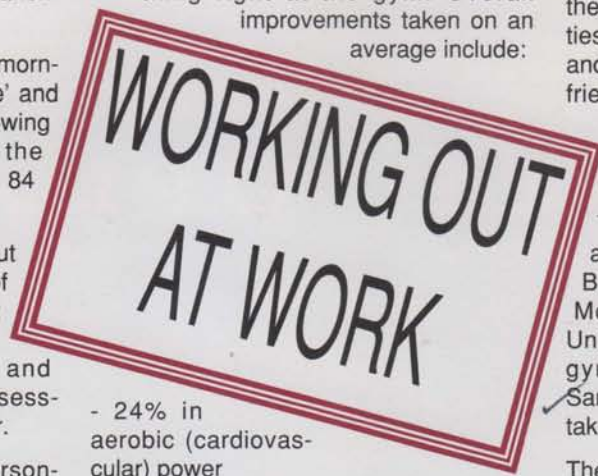
- 24% in aerobic (cardiovascular) power
- 15.2% reduction in body fat
- 107% in flexibility

- 35% in muscular endurance

As well as the usual work-out programs, the gym provides monthly leisure activities such as bushwalking, rock climbing and skiing which are open to families and friends. Seminars are also run monthly on such topics as smoking cessation, back care and managing stress.

The gym is staffed by Anthea Caisley and Andrea Mezger, both with Bachelor of Arts degrees in Human Movement Studies. Students for the University of Technology also staff the gym on a casual basis and Digit Samantha Short from Human Resources takes some aerobics classes.

The gym is on the lower level of Rhodes and is open to all employees including temporary staff and contractors on a permanent or casual basis. ■



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